

- Delivery Mode and Location :**
 1. Sync – Delivered through MS Teams
 2. Async (Self Paced) – Support through LMS
 3. Classroom – Litan Academy Campus

WSQ Conversational AI and Chatbot Development (SF)
 July 2026 Intake

CLASS SCHEDULE							
Module Name:		WSQ Conversational AI and Chatbot Development (SF)					
Course Name:		WSQ Conversational AI and Chatbot Development (SF)					
Cohort Code:		DSSC-ACD-0726					
Mode:		Full-Time					
SOC:		22-Jul-2026		Orientation: Self-Onboarding			
Session No	Session Mode	Session Details	Duration Hrs	Faculty Name	Date	Day	Time
1	EL-Async	<ul style="list-style-type: none"> Overview of Generative AI Large Language Models Prompt Engineering and Use Cases Advanced Prompting Techniques Demo Video -Assignment 1: Craft prompts and work with LLMs using different use cases • What is Microsoft Copilot Studio Create agents and work with the Microsoft Copilot Studio interface Connect Knowledge sources Enhance the capabilities of Chatbot with Advanced features Create topics Demo Video-Assignment 2: AI-Powered Chatbots with Microsoft Copilot Studio Complete MCQ 	4.0	NA	22-Jul-2026	Wed	Before Next Sync Session
2	MS-Sync	<ul style="list-style-type: none"> Assignment 1: Craft prompts and work with LLMs using different use cases • Understand prompt types: zero-shot, one-shot, few-shot, and Chain of Thought – explore with examples Create 3 types of prompts for an information-seeking use case (e.g., customer support) Refine prompts to improve response quality, reduce hallucinations, and maintain tone Test the same prompt in different models (e.g., ChatGPT, Copilot, and DeepSeek) and compare output 	4.0	TBA	23-Jul-2026	Thu	09:00 - 13:00
3	MS-Sync	<ul style="list-style-type: none"> Assignment 1: Craft prompts and work with LLMs using different use cases • Design prompt flows for a conversational experience (e.g., FAQ bot, booking assistant) Build prompt chaining or step-by-step reasoning 	4.0	TBA	23-Jul-2026	Thu	14:00 - 18:00
4	MS-Sync	<ul style="list-style-type: none"> Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio Set up Microsoft Copilot Studio environment and create a new chatbot project Define a clear use case for your bot (e.g., lead generation, customer query resolution) Design and map out conversation flows (welcome message, fallback, intents, actions) Integrate prompt engineering into your chatbot nodes using generative answers Add and test input types: buttons, text inputs, adaptive cards 	4.0	TBA	24-Jul-2026	Fri	09:00 - 13:00
5	MS-Sync	<ul style="list-style-type: none"> Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio • Connect to a knowledge source Incorporate agentic flow to your chatbot Test the chatbot end-to-end, refine based on test scenarios and user feedback Publish the chatbot to Teams or a website 	4.0	TBA	24-Jul-2026	Fri	14:00 - 18:00
6	AS-Sync	Summative Assessment (Written assessment based on assignments)	4.0	TBA	24-Jul-2026	Fri	14:00 - 18:00

- Session Types:**
 EL - E-Learning (Async)
 FC - Flipped Class (Sync)
 MS-Sync - Mentoring Support (Sync)
 MS-Async - Mentoring Support (Async)
 AS - Assignment (Sync)
 PM - Project Mentoring (Sync)
 PI - Project Implementation (Async)
 SA - Summative Assessment (Sync)